

# Your Health Plan Choices

	Care 1 <sup>st</sup> Health Plan	Community Health Group	Health Net Community Solutions, Inc (Health Net)	Kaiser Permanente	Molina Healthcare
Standard Benefits	Medi-Cal Covered Services	Medi-Cal Covered Services	Medi-Cal Covered Services	Medi-Cal Covered Services	Medi-Cal Covered Services
<b>Plan Network Hospitals*</b>  *Call your provider about using other locations in an emergency.	Fallbrook Hospital Paradise Valley Palomar Medical Center Pomerado Hospital Rady Children’s Hospital San Diego Scripps Mercy Hospital – Chula Vista Scripps Green Hospital Scripps Memorial Hospital Encinitas Scripps Memorial Hospital La Jolla Scripps Mercy Hospital Sharp Chula Vista Medical Center Sharp Coronado Hospital Sharp Grossmont Hospital Sharp Mary Birch Hospital for Women and Newborns  Sharp Memorial Hospital Tri City Medical Center	Alvarado Hospital & Medical Center Fallbrook Hospital Palomar Medical Center Paradise Valley Hospital Pomerado Hospital Promise Hospital Rady’s Children’s Hospital San Diego Scripps-Chula Vista Hospital Scripps Clinic-Green Hospital Scripps-Encinitas Hospital Scripps-La Jolla Hospital Scripps- Mercy Hospital Sharp-Chula Vista Medical Center Sharp-Coronado Hospital Sharp-Grossmont Hospital Sharp-Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center	Alvarado Hospital & Medical Center Fallbrook Hospital Promise Hospital Rady’s Children’s Hospital San Diego Scripps-Chula Vista Hospital Scripps Clinic-Green Hospital Scripps-Encinitas Hospital Scripps-La Jolla Hospital Scripps- Mercy Hospital Tri-City Medical Center	Kaiser Hospital	Fallbrook Hospital Rady’s Children’s Hospital San Diego Scripps Chula Vista Hospital Scripps-Mercy Hospital Sharp-Chula Vista Medical Center Sharp-Coronado Hospital Sharp-Grossmont Hospital Sharp-Mary Birch Hospital for Women Sharp Memorial Hospital Tri-City Medical Center
<b>Doctors you can choose</b>	Call Member Services <b>1 (800) 605-2556</b>	Call Member Services <b>1 (800) 224-7766</b>	Call Member Services <b>1 (800) 675-6110</b> or go to <a href="http://www.healthnet.com">www.healthnet.com</a>	Call Member Services <b>1 (800) 464-4000</b>	Call Member Services <b>1 (888) 665-4621</b>
<b>Urgent Care Centers</b>	Call your provider during business hours. After hour locations, call 1 (800) 605-2556.	Call your provider during business hours. After hours, call 1 (800) 647-6966.	Call your provider during business hours. After hours call 1 (800) 675-6110.	Call your provider during business hours. After hours, call 1 (800) 290-5000.	Call your Primary Care Provider during business hours. After hours call 1 (800) 357-0163.
<b>Pharmacies</b>	Over 335 pharmacies countywide, including all major pharmacies, such as Vons, Wal-Mart, Rite Aid, Longs and independent neighborhood pharmacies. Many provide 24 hour home delivery. Call Member Services at 1 (800) 605-2556.	290 locations, including Longs, Sav-On, Vons, K-Mart, Wal-Mart, Rite Aid and independent pharmacies. Thirteen are open 24 hours and 105 make deliveries. Call Member Services at 1 (800) 224-7766.	Over 375 pharmacies including Albertson’s, Alpine Pharmacy, Children’s Hospital Pharmacy, Costco, CVS, K-Mart, Leo’s Pharmacy, Longs, Med-Rx, NCHS San Marcos Health Center, Ralph’s, Rite Aid, Sharp Reese-Steely Pharmacy, UCSD Medical Center Pharmacy, Vista Clinic Pharmacy, Vons, Walgreens, Wal-Mart, White Cross and more.	There is a pharmacy at every Kaiser Permanente location: San Diego, Bonita, Carlsbad, Clairemont, Eastlake, El Cajon, Escondido, La Mesa, Mission Bay, Otay Mesa, Point Loma, Rancho Bernardo, San Marcos, and Vista. Call Member Services at 1 (800) 464-4000.	Molina has over 300 locations, including Sav-On, Rite Aid, Walgreens, Wal-Mart and many independent neighborhood pharmacies which provide 24-hour home delivery. Call Member Services at 1 (888) 665-4621.
<b>Vision Plan</b>	Yes, Vision Plan at 1 (800) 605-2556	Yes, Vision Service Plan at 1 (800) 877-7195	Yes, Health Net Member Services, 1(800) 675-6110.	Yes, Vision Plan at 1 (800) 464-4000	Call Member Services at 1 (888) 665-4621 for more information.
<b>Assistance with public transportation</b>	Call 1 (800) 605-2556 for free door to door transportation to medical appointments	Call 1 (800) 224-7766 for bus and trolley tokens for medical appointments.	Please call Health Net’s Member Services Department at 1 (800) 675-6110 for assistance.	Yes, written directions to Kaiser sites by car and bus are available. Call 1 (800) 464-4000.	Call Member Services at 1 (888) 665-4621 for more information.
<b>Health Education</b>	Health Education offers classes on many subjects including “What to do if your child is sick.” Multilingual brochures on over 17 topics. Member newsletters and an information line 1 (800) 605-2556	Over 20 topics offered in English, Spanish and Vietnamese. Call Member Services for information at 1(800) 224-7766.	Health education classes, community events, weight management, member newsletter, and written materials. Please call 1(800) 804-6074	Yes, at Kaiser provider locations. Call Health Education at 1 (619) 641-4194.	Molina offers Health Education classes including Motherhood Matters, Weight Management, Diabetes and Asthma. To receive more information on Health Education services in your area, call Molina at 1 (888) 665-4621.
<b>Interpreter Services</b>	Spanish, Russian, Mandarin, Vietnamese, Armenian, Hmong, Cantonese. Other languages available through the language line services. Call Member Services 1 (800) 605-2556.	Spanish, Vietnamese, Cambodian & Tagalog. Other languages and help line for the hearing impaired available through Member Services at 1 (800) 224-7766.	Spanish, Arabic, Vietnamese, Tagalog, Farsi, Russian, Lao, Cantonese, Mandarin, Samoan, Cambodian, and other languages available through Member Services at 1(800) 675-6110. Help line for the hearing and speech impaired. 1(800) 431-0964.	Contact 1 (800) 464-4000 for Interpreter Services. TTY information for hearing impaired; call 1 (619) 528-5138.	Spanish, Russian, Ukrainian, Vietnamese, Hmong, Mien, Lao, Cantonese, Filipino, and other languages available through the Language Line Services. Call Member Services at 1 (888) 665-4621.
<b>24 Hr. Nurse Advice Line</b>	1 (800) 605-2556	1 (800) 647-6966	1(800) 675-6110	1 (800) 290-5000	1 (800) 357-0163

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\*\*\*Please note that providers are subject to change\*\*\*

Medi-Cal benefits can now be provided under a Medi-Cal Health Plan. All Medi-Cal Health plans offer standard Medi-Cal benefits:

Member Services

Every Medi-Cal Health Plan has a Member Services telephone number for the following services:

- To help you choose or change your Primary Care Physician
- To change your address or phone number
- For questions about your benefits or where services are available
- For complaints or grievances
- For assistance with public transportation

What are other benefits?

When you choose a Medi-Cal Health Plan, your Medi-Cal benefits stay the same. Other benefits include:

- **Family Planning Services**  
You can always get family planning services from **ANY** family planning provider accepting Medi-Cal.\*
- **Indian Health Centers**  
American Indians and Alaskan natives can always get services through any Indian Health Center.\*
- **Dental Services**  
Your BIC is good at any Medi-Cal dentist. Call **DENTI-CAL at 1-800-322-6384** to find a Medi-Cal dentist.
- **Well Child Check-Ups (CHDP)** Call **1-800- 675-2229**.  
*\*Services do not require prior approval.*

How to resolve issues?

- Medi-Cal Ombudsman **1-888- 452-8609**
- Consumer Center for Health Education and Advocacy **1-877- 734-3258**
- State Department of Managed Health Care **1-888- HMO-2219**
- Healthy San Diego Program **619- 515-6584** (message line)

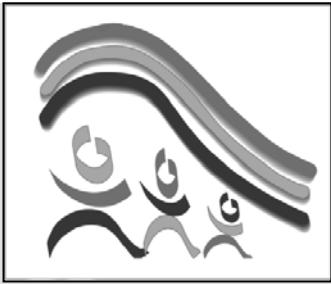
What If There Is an Emergency?

An emergency is defined as those services required for alleviation of severe pain, or immediate diagnosis and treatment of unforeseen medical conditions, which, if not immediately diagnosed and treated, would lead to disability or death. If you or someone in your family has an emergency, you should:

- Call your doctor, **OR**
- Go to the nearest emergency room, **OR**
- **Call 9-1-1**

What About Behavioral Health Services?

You can get behavioral health services (including mental health, alcohol and drug treatment, counseling, etc) in two ways. Call your health plan doctor, **or** call the San Diego County Access and Crisis Line at **1-800-479-3339**.



Medi-Cal Health Care Options  
In San Diego County

This material is being provided to help you better understand your choices.  
It is not an endorsement of any specific Medi-Cal Health Plan

Welcome to Medi-Cal Managed Care

Your Medi-Cal benefits can now be provided by a Medi-Cal Health Plan. A Medi-Cal Health Plan gives you access to a network of doctors, clinics, specialists, pharmacies and hospitals.

How Does Managed Care Work?

Each Medi-Cal Health Plan has a list of primary care providers you can choose from. If you have a doctor now, you will need to find out if that doctor belongs to a Medi-Cal Health Plan. Your primary care provider will be responsible for managing your overall health care needs and referring you to other doctors if needed.

Who Can Join a Medi-Cal Health Plan?

Anyone who is on Medi-Cal, lives in San Diego County, and has a qualifying aid code gets Medi-Cal Health Plan coverage. This chart and an enrollment packet are provided to all persons who, like you, qualify based on their current aid code(s). Use the information in this comparison chart and the enrollment packet to examine your health plan choices. To order an enrollment packet or for assistance in filling out a choice form, please call **1-800-430-4263**. Translators are available. The TDD Line for the hearing impaired is **1-800-430-7077**. There is no charge to join a health plan.



Choosing a Medi-Cal Health Plan

If you already have a doctor, check the provider directory to see if he/she works with a Medi-Cal Health Plan. Then ask these questions when you compare the health plans:

- Can I keep the same doctor if I already have one?
- Will it be easy to get to the doctor?

The answers to these questions can help you decide which Medi-Cal Health Plan is best for you. If you do not find the answers, you can call the health plan member services hotline to get the information you need.



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